

## **JOB DESCRIPTION**

<b>Directorate:</b>	CEX – Chief Executive's Department
<b>Division:</b>	Housing
<b>Post No &amp; Job Title:</b>	H62 Temporary Accommodation Officer
<b>Grade:</b>	Grade 5
<b>Responsible to:</b>	H10 Homeless Manager
<b>Responsible for:</b>	No responsibility for employees
<b>Main purpose of the job:</b>	To manage the daily operation of the Councils temporary accommodation units. To provide a support service to residents in temporary accommodation. To provide assistance within the Housing Options service as required

### **Main Duties and Responsibilities:**

1. To manage interim and temporary accommodated tenants in arranging to move in and out of accommodation this will include organising removals/storage as necessary. Taking inventory, informing council tax housing benefit and other connected agencies of tenant movement
2. Undertake office-based duties, dealing with telephone and personal enquiries and provide housing advice, deal with all aspects of office administration to ensure and effective delivery of the housing service.
3. Assist with the development of the procedural and policy base for the facilitation of interim Temporary accommodation management.
4. Assist the Homelessness Team with Homelessness and Housing Options Enquiries.
5. To have working knowledge of Legislation pertaining to Housing. Particularly the Housing Act 1996, Homelessness Act 2002 and Homelessness Reduction Act 2017.
6. To ensure that equipment supplied in accommodation (e.g. furniture, electrical appliances etc.) are in good order and meet with all safety regulations and requirements, to arrange repairs/replacement of such items where needed.
7. To make regular visits and inspections to of accommodation to ensure that it is in good order, to take full inventories and to arrange for necessary repairs, decoration and ground maintenance work to be carried out.
8. To regularly inspect Bed and Breakfast accommodation that is used for emergency / interim

accommodation where required provide evidence of Fire Risk Assessment, Gas & Electric safety certificates and public liability insurance.

9. Ensure licensees understand and adhere to their licence conditions and deal with problems relating to tenure, including the prevention and recovery of rent arrears, property condition etc
10. Ensure contractor and supplier payments are made in accordance with the Council's policy
11. To work with partners to promote, fill and effectively manage the temporary accommodation provided by Broxtowe Borough Council.
12. Maintain accurate records for the purpose of raising sundry debt charges
13. Organise the collection of rent and manage licensees rent accounts ensuring that rent is paid in full and on time and licensees don't fall into arrears.
14. Effective void management to ensure occupancy rate is around 90% per annum
15. Manage temporary accommodation licences dealing with any issues of anti-social behavior or other licence condition breaches, taking appropriate action in a timely manner and will include serving notices and organizing evictions and attendance with bailiffs.
16. Provide comprehensive support and advice to licensees, identify support needs and any gaps in service provision, carry out initial assessments of a tenant's needs and agree support plans which are person centred and focus on achieving positive outcomes. Assist tenants to complete forms and obtaining access to grants, acting as an advocate for tenants with statutory, voluntary and commercial agencies and signpost to other support services such as social services and other voluntary and statutory services.
17. To ensure that all contact with clients and other organisations are fully and accurately recorded and that all manual and computer records are kept up to date.
18. Manage interim and temporary accommodation budgets and ensure expenditure is contained within agreed levels
19. To develop a comprehensive network of contacts with all relevant agencies, including Housing Benefits, Welfare, Health, Employment & Training and other support organisations and professionals.
20. Provide appropriate advice in respect of all tenures, on such matters as the creation and determination of tenancies, rights of occupation, benefits and basic debt counseling and housing options advice including move on and resettlement plans.
21. Ensure the safeguarding of children and vulnerable adults, identifying and referring in line with safeguarding policies and procedures and attendance at relevant core group and safeguarding meetings.

22. Assist in the development of a variety of initiatives aimed at addressing issues within the homelessness strategy.
23. Responsibility of weekly fire panel and legionella testing and appropriate recording of information and ensuring contractors carry out quarterly and yearly tests and provide appropriate documentation

**DESIGNATED CAR USER**

A designated car user status has been attached to this post.

**SPECIAL CONDITIONS**

Duties may include attendance at evening meetings and/or work outside normal office hours.

**RESTRICTIONS**

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

**NOTE**

The above job description sets out the main responsibilities of H62 - Leaseholder and Temporary Accommodation Officer but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.